

System and Method for Providing Interactive Media
Content Over a Network

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Related Applications

This application is related to co-pending application number ***** filed on June 30, 2003.

Field of the Invention

The various embodiments of the invention disclosed herein relate generally to the field of interactive television. More particularly, these embodiments relate to providing interactive media content over a network.

Background of the Invention

Advances in telecommunications and computing technology have led to the use of interactive television (TV) services on a large scale. Where such services are available, users are not only able to access television content by passively receiving it, but are also beginning to interact with the service providers by communicating requests and/or commands to the service providers. These requests and/or commands may be communicated to the service provider via the same path over which the programming services are provided or even via other paths.

Interactive television may be provided over any number of paths, including coaxial cable or optical fiber, hybrid fiber/coaxial, or any other suitable path that accommodates sufficient bandwidth for desired video channels as well as other telecommunications services. Content providers may include, for example, providers of

over-the-air programming such as commercial television stations, cable programming such as weather, travel and entertainment channels, game channels, and other interactive services of various types.

Generally, TV service provides a user or user a variety of options such as: traditional broadcast and cable television programming; video services, such as pay-per-view (PPV), near video-on-demand (NVOD), video-on-demand (VOD), promo channels, electronic program guides, etc.; cable delivered PC-based services; and interactive services through the use of a combination of compression and digital video technologies. TV services may also provide menuing capabilities and upstream signaling from users to service providers.

The combination of broadcast and interactive applications over interactive TV (e.g., interactive content) creates a possible mode of communication in which a user, if informed of the availability of alternate interactive content relating to a subject matter of interest, may invoke the alternate content to investigate that subject matter more thoroughly and according to his or her own tastes. However, television viewers, who are accustomed to choosing at will between the available transmitted channels with instantaneous results, will expect to be informed of the alternate content in a convenient and timely manner and to pass from one medium to another seamlessly.

Summary of the Invention

A method and apparatus are described that provide interactive content over a network. According to one aspect of the present invention, a method for providing interactive content over a network comprises determining whether to inform one or more users of an interactive television service of available content from an Internet web site. Responsive to determining to inform the one or more users of the available content from an Internet web site, a hot key signal is generated indicating the availability and location of the alternate content. The hot key signal is inserted into a content signal transmitted to the one or more users from an interactive television service provider via a network with which the one or more users and the interactive television service provider are connected.

According to another aspect of the present invention, a system and method are provided for determining whether to supply alternate content to one or more users of an interactive television service, the alternate content to be cached on a terminal device located at a premises of the one or more users. Responsive to determining to supply alternate content to one or more users to an interactive television service, the alternate content is sent to the terminal device located at the premises of the one or more users. A hot key signal indicating availability of the alternate content is generated and inserted into a content signal transmitted to the one or more users from an interactive television service provider via a network with which the one or more users and the interactive television service provider are connected.

According to yet another aspect of the present invention, a system and method are provided for receiving a hot key signal indicating the availability and location of alternate content from an Internet web site. A determination is made whether the hot key signal is

relevant to a user currently viewing content from an interactive television (TV) provider. Responsive to determining the hot key signal is relevant to the user, an indication that the hot key signal has been received is displayed on a screen. Responsive to receiving an indication that the hot key is accepted, a web browser is started to render the alternate content from an Internet web site indicated by the hot key signal.

According to yet another embodiment of the present invention a method and system are provided for caching alternate content on a terminal device of a user currently viewing content from an interactive television (TV) provider. A hot key signal is received indicating availability of alternate content cached on the user's terminal device. A determination is made whether the hot key signal is relevant to the user. Responsive to determining the hot key signal is relevant to the user, an indication that the hot key signal has been received is displayed on a screen. Responsive to receiving an indication that the hot key is accepted, the cached content is retrieved and presented to the user.

Other features of the present invention will be apparent from the accompanying drawings and from the detailed description that follows.

Brief Description of the Drawings

The appended claims set forth the features of embodiments of the invention with particularity. The invention, together with its advantages, may be best understood from the following detailed description taken in conjunction with the accompanying drawings of which:

Figures 1A - 1D illustrate a television displaying a picture containing a hot key for informing a user of available alternate content and redirecting the user to the alternate content responsive to selection of the embedded hot key according to one embodiment of the present invention;

Figures 2A - 2D illustrate a television displaying a picture containing a hot key and redirecting a user to a web site responsive to selection of the embedded hot key according to one embodiment of the present invention;

Figure 3 is a block diagram illustrating a cable network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention;

Figure 4 is a block diagram illustrating a satellite network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention;

Figure 5 is a block diagram illustrating a Fiber-to-the-Curb (FTTC) network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention;

Figure 6 is a block diagram illustrating a Fiber-to-the-Home (FTTH) network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention;

Figure 7 is a block diagram illustrating a Very high-speed Digital Subscriber Line (VDSL) network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention;

Figure 8 is a block diagram of a head-end and data center system where hot key signals may be added to a transmitted signal according to one embodiment of the present invention;

Figure 9 is a flowchart illustrating head-end and data center processing for adding hot key signals to a transmitted signal according to one embodiment of the present invention;

Figure 10 is a flowchart illustrating head-end and data center processing for caching content on a user's system and adding hot key signals to a transmitted signal according to one embodiment of the present invention;

Figure 11 is a diagram illustrating one possible format for a hot key data packet according to one embodiment of the present invention;

Figure 12 is a block diagram of a user side system to redirect a user to alternate content responsive to selection of an embedded hot key according to one embodiment of the present invention;

Figure 13 is a flowchart illustrating processing on a user side system for redirecting a user to alternate content on a web site responsive to selection of an embedded hot key according to one embodiment of the present invention; and

Figure 14 is a flowchart illustrating processing on a user side system for redirecting a user to locally cached content responsive to selection of an embedded hot key according to one embodiment of the present invention.

Detailed Description of the Invention

In the following description, for the purposes of explanation, numerous specific details are set forth in order to provide a thorough understanding. It will be apparent, however, to one skilled in the art that embodiments of the present invention may be practiced without some of these specific details. In other instances, well-known structures and devices are shown in block diagram form.

Embodiments of the present invention include various processes, which will be described below. The processes may be performed by hardware components or may be embodied in machine-executable instructions, which may be used to cause a general-purpose or special-purpose processor or logic circuits programmed with the instructions to perform the processes. Alternatively, the processes may be performed by a combination of hardware and software.

Embodiments of the present invention may be provided as a computer program product which may include a machine-readable medium having stored thereon instructions which may be used to program a computer (or other electronic devices) to perform a process. The machine-readable medium may include, but is not limited to, floppy diskettes, optical disks, Compact Disk Read-Only Memories (CD-ROMs), and magneto-optical disks, Read-Only Memories (ROMs), Random Access Memories (RAMs), Erasable Programmable Read-Only Memories (EPROMs), Electronically Erasable Programmable Read-Only Memories (EEPROMs), magnetic or optical cards, flash memory, or other type of media / machine-readable medium suitable for storing electronic instructions. Moreover, embodiments of the present invention may also be downloaded as a computer program product, wherein the program may be transferred

from a remote computer to a requesting computer by way of data signals embodied in a carrier wave or other propagation medium via a communication link (e.g., a modem or network connection).

Figures 1A - 1D illustrate a television displaying a picture containing a hot key for informing a user of available alternate content and redirecting the user to the alternate content responsive to selection of the embedded hot key according to one embodiment of the present invention. These figures represent respectively a process of viewing content, receiving a hot key, accepting a hot key, and redirecting to alternate content.

Specifically, **Figure 1A** illustrates an example of viewing content. Here, a video program **101** is being displayed on television **100**. Alternatively, a user may be viewing other types of interactive TV content such as pay-per-view video content, interactive games, etc.

Figure 1B illustrates an example of receiving a hot key. In this example, the user is tuned to the same video program **101** on television **100** as in the previous example of **Figure 1A**. However, in this example an icon **103** or other graphic has been displayed to indicate to the user that a hot key has been received. The hot key indicates that alternate content is available for the user's consumption. According to one embodiment of the present invention, the alternate content may be in the form of another video program with content related to the video program **101** being viewed by the user.

Figure 1C illustrates an example of accepting a hot key. In this example, the user is tuned to the same video program **101** as in **Figures 1A** and **1B**. Icon **105**, displayed to indicate to the user that a hot key has been received, now indicates a manner in which the

user may accept or decline the alternate content. In this example, icon **105** indicates that the user may press 1 to accept the alternate content or 2 to decline the alternate content.

Of course, other methods of accepting or declining the alternate content may be used. For example, different single or even multiple buttons on a remote control may be pressed by the user to accept or decline the alternate content. According to one embodiment, a single "hot key button" may be present on the user's remote control that may be pressed by the user whenever a hot key icon is present on the television display. Pressing the hot key button may be a manner in which the user accepts the alternate content and is redirected to that content without further interaction from the user. According to another embodiment, the user may decline the alternate content by taking no action at all. That is, after some time period during which no action is taken by the user to accept the alternate content, the hot key may simply time out and expire. Various other methods of accepting or declining the alternate content may also be used.

Regardless of the exact operation used to accept the alternate content, **Figure 1D** illustrates redirecting a user to alternate content responsive to the hot key being accepted. According to one embodiment of the present invention, the alternate content may be another video program with content related to the video program **101** being viewed by the user. Therefore, television **100** in **Figure 1D** illustrates an alternate video program **107** being displayed. According to one embodiment of the present invention, the alternate video program **107** may present content related to the original content the user was viewing. For example, if the user was viewing a television program related to travel, the alternate video program may also be related to travel.

According to yet another embodiment of the present invention, the alternate video program may be commercial in nature. For example, the television program may be related to sports. In such a case, the alternate video program may be a pay-per-view sporting event of the same type or an advertisement for an upcoming pay-per-view event. In another example, the alternate video program may be an "infomercial" selling merchandise related to some aspect of the original video.

Therefore, content providers and/or service providers may be able to sell hot keys just as they currently sell time for commercial spots. For example, a provider of pay-per-view video content may wish to purchase from a content provider a hot key that redirects users to his content or an advertisement of upcoming events during a television program related to that content. Alternatively, content providers may charge users to receive a hot key service or even to block some or all hot key signals. Content providers and/or service providers may thus be able to realize an additional source of revenue.

As will be described below with reference to **Figures 3-7**, a system over which interactive television signals containing embedded hot key signals may be transmitted according to various embodiments of the present invention may be implemented over different types of networks. These different types of networks include, but are not limited to, cable, satellite, Fiber-to-the-Curb (FTTC), Fiber-to-the-House (FTTH), Very high speed Digital Subscriber Line (VDSL), and others.

Figures 2A - 2D illustrate a television displaying a picture containing a hot key and redirecting a user to a web site responsive to selection of the embedded hot key according to one embodiment of the present invention. As in the previous example illustrated by **Figures 1A - 1D**, **Figures 2A - 2D** represent respectively a process of

viewing content, receiving a hot key, accepting a hot key, and redirecting to alternate content. In this example, however, the alternate content is in the form of a web site on the Internet or other network.

Specifically, **Figure 2A** illustrates an example of viewing content. Here, a video program **101** is being displayed on television **100**. Alternatively, a user may be viewing other types of interactive TV content such as pay-per-view video content, interactive games, etc.

Figure 2B illustrates an example of receiving a hot key. In this example, the user is tuned to the same video program **101** on television **100** as in the previous example of **Figure 2A**. However, in this example an icon **103** or other graphic has been displayed to indicate to the user that a hot key has been received. The hot key indicates that alternate content is available for the user's consumption. According to one embodiment of the present invention, the alternate content may be in the form of a web site with content related to the video program **101** being viewed by the user.

Figure 2C illustrates an example of accepting a hot key. In this example, the user is tuned to the same video program **101** as in **Figures 2A** and **2B**. Icon **105**, displayed to indicate to the user that a hot key has been received, now indicates a manner in which the user may accept or decline the alternate content. In this example, icon **105** indicates that the user may press 1 to accept the alternate content or 2 to decline the alternate content.

Of course, other methods of accepting or declining the alternate content may be used. For example, different single or even multiple buttons on a remote control may be pressed by the user to accept or decline the alternate content. According to one embodiment, a single "hot key button" may be present on the user's remote control that

may be pressed by the user whenever a hot key icon is present on the television display.

Pressing the hot key button may be a manner in which the user accepts the alternate content and is redirected to that content without further interaction from the user.

According to another embodiment, the user may decline the alternate content by taking no action at all. That is, after some time period during which no action is taken by the user to accept the alternate content, the hot key may simply time out and expire. Various other methods of accepting or declining the alternate content may also be used.

Regardless of the exact operation used to accept the alternate content, **Figure 2D** illustrates redirecting a user to alternate content responsive to the hot key being accepted. According to one embodiment of the present invention, the alternate content may be in the form of a web site on the Internet or another network. Therefore, **Figure 2D** illustrates a web site **107** being displayed on television **100**. According to one embodiment of the present invention, the web site may present content related to the original content the user was viewing. For example, if the user was viewing a television program related to travel, the alternate content web site may also be related to travel.

According to yet another embodiment of the present invention, the alternate content web site may be commercial in nature. For example, as described above, the television program may be related to travel. In such a case, the alternate content web site may be that of a travel agent or airline. In another example, the television program may be a sporting event and the alternate content web site may be selling merchandise related to one or both of the teams playing.

Therefore, content providers and/or service providers may be able to sell hot keys just as they currently sell time for commercial spots. For example, an owner of a web

site such as a travel agent may wish to purchase from a content provider a hot key that redirects users to his site during a television program related to travel. Alternatively, content providers may charge users to receive a hot key service or even to block some or all hot key signals. Content providers and/or service providers may thus be able to realize an additional source of revenue.

Figure 3 is a block diagram illustrating a cable network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention. This example illustrates, at a high-level, an architecture of a service provider's system **300** that includes head-end and data center **301**, Cable Modem Termination System (CMTS) **303**, cable modem network **304**, and user premises **306** that also contains cable modem **307**, Set Top Box (STB)/Gateway **308**, one or more televisions **309** and **310**, and possibly other devices such as personal computer (PC) **311**.

An interactive TV service provider typically operates and maintains a head-end and data center **301** equipped to receive signals **302** from one or more content providers. Content Providers may be any original or secondary source of programming or information generally including, for example, interactive or non-interactive over-the-air programming such as commercial television stations, cable programming such as weather, travel and entertainment channels, game channels, and other interactive services of various types. Head-end and data center **301**, after receiving content from one or more content providers, may then transmitted the interactive content to user premises **306**. Further details of the hardware comprising the head-end and data center **301** as well as

the processing performed therein will be discussed below with reference to **Figures 8 through 10**.

According to one embodiment of the present invention, hot key signals indicating the availability of alternate content may be provided to head-end and data center **301** along with and embedded in interactive TV signals **302** from the content providers. For example, the hot key signals may be generated at the content provider's location by an operations team when preparing and scheduling content for transmission to various service providers. As will be discussed below, interactive TV signals with these embedded hot key signals are transmitted from head-end and data center **301** and are received and used by STB/gateway **308** or PC **311** at user premises **306** to inform the user of the availability of alternate content and to guide the user to this content if he chooses to accept it. Details of the hot key signals will be discussed below with reference to **Figure 11**.

According to another embodiment of the present invention, hot key signals indicating the availability of alternate content may be generated at head-end and data center **301**. For example, the hot key signals may be generated at head-end and data center **301** by an operations team when preparing and scheduling content for transmission to users. As will be discussed below, these embedded hot key signals are transmitted from head-end and data center **301** and are received and used by STB/gateway **308** or PC **311** at user premises **306** to inform the user of the availability of alternate content and to guide the user to this content if he chooses to accept it.

In the example illustrated in **Figure 3**, a signal carrying interactive TV content is transmitted from head-end and data center **301** through CMTS **303** and onto cable

modem network **304**. Typically, transmissions over cable modem network **304** may be made in a digital form. For example, the content may be transmitted as a Motion Pictures Experts Group Standard 2 (MPEG-2) data stream using a network protocol such as Internet Protocol (IP). Therefore, the content may be transmitted from head-end and data center **301** as IP data packets or in another similar format. One possible example of such a packet will be discussed below with reference to **Figure 11**.

Regardless of the format of the transmission, a signal carrying the interactive TV content is received at user premises **306** via cable modem **307**. Connected with cable modem **307** may be some form of terminal device. In the example illustrated by **Figure 3**, two possible types of terminal devices, STB/Gateway **308** and PC **311** are shown. The terminal device, STB, Gateway, PC or other device, performs functions such as exchanging messages (including video-related data) over a network with head-end and data center **301**, receiving messages from a user input device, such as a hand-held remote control unit or keyboard, translating video signals from a network-native format into a format that can be used by televisions **309** and **310** or other display devices, and providing a video signal to televisions **309** and **310** or other display devices.

STB/Gateway **308** and PC **311** may also be capable of performing other functions, such as inserting alphanumeric or graphical information into the video stream in order to "overlay" that information on the video image, providing graphic or audio feedback to a user, or routing a traditional transmitted signal to a viewing device to which another STB is connected. Additional details of the hardware of STB/Gateway **308** and the processing performed therein will be discussed below with reference to **Figures 12** through **14**.

In use, STB/Gateway **308** or PC **311** may receive hot key signals embedded in the interactive TV signals by either the content providers or the service provider.

STB/Gateway **308** or PC **311** may then notify the user of available alternate content as discussed above with reference to **Figures 1A - 1D** and **2A - 2D**. STB/Gateway **308** or PC **311** may then receive some form of user feedback indicating that the user accepts or declines the alternate content. If the user accepts the alternate content, STB/Gateway **308** or PC **311** may then redirect the user to this alternate content as will be discussed further below with reference to **Figures 13** and **14**.

According to one embodiment of the present invention, head-end and data center **301** may also be connected with the Internet **313** or other network via a high-speed connection **312** such as a fiber optic connection to provide access to a number of web sites **314-316**. Through this connection **312**, head-end and data center **301** may supply alternate content to users from one or more of the number of web sites **314-316**.

Figure 4 is a block diagram illustrating a satellite network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention. This example illustrates a high-level view of an architecture of a service provider's system **400** that includes head-end and data center **301**, satellite transmitter **403**, satellite **404**, and satellite receiver **405** on user premises **306** that also contains one or more Set-Top Boxes (STBs) and/or gateways **407** and **308** as well as one or more televisions **309** and **310** or other content viewing devices.

Head-end and data center **301** is equipped to receive signals **302** from one or more content providers. Head-end and data center **301**, after receiving content from one or more content providers, may then transmitted the interactive content to user premises

306. Further details of the hardware comprising the head-end and data center **301** as well as the processing performed therein will be discussed below with reference to **Figures 8 through 10.**

According to one embodiment of the present invention, hot key signals indicating the availability of alternate content may be provided to head-end and data center **301** along with and embedded in signals **302** from the content providers. Alternatively, hot key signals indicating the availability of alternate content may be generated at head-end and data center **301**. As will be discussed below, interactive TV signals with these embedded hot key signals are transmitted from head-end and data center **301** and are received and used by STBs and/or gateways **407** and **308** at user premises **306** to inform the user of the availability of alternate content and to guide the user to this content if he chooses to accept it. Details of the hot key signals will be discussed below with reference to **Figure 11.**

In the example illustrated in **Figure 4**, content is transmitted, via a modulated carrier, from head-end and data center **301** through satellite transmitter **403**. Satellite **404**, in geosynchronous orbit, receives and re-transmits the modulated carrier signal to satellite receiver **405** located at user premises **306**. Transmissions from the satellite transmitter **403** may be made in a digital form. For example, the content may be transmitted as an MPEG-2 data stream using a network protocol such as IP. Therefore the content may be transmitted from head-end and data center **301** as IP data packets or in another similar format. One possible example of such a packet will be discussed below with reference to **Figure 11.**

Regardless of the format of the transmission, a signal carrying the interactive TV content is received at user premises **306**. The signal is received and processed by some form of terminal device. In the example illustrated by **Figure 4**, two possible types of terminal devices, STB **407** and STB/Gateway **308** are shown. The terminal device, STB, Gateway or similar device, performs various functions as described above. Additional details of the hardware of the STB **407** and STB/Gateway **308** and the processing performed therein will be discussed below with reference to **Figures 12** through **14**.

In use, STB **407** or STB/Gateway **308** may receive hot key signals embedded in the interactive TV signals by either the content providers or the service provider. STB **407** or STB/Gateway **308** may then notify the user of available alternate content through televisions **309** and **310** as discussed above with reference to **Figures 1A - 1D** and **2A - 2D**. STB **407** or STB/Gateway **308** may then receive some form of user feedback indicating that the user accepts or declines the alternate content. If the user accepts the alternate content, STB **407** or STB/Gateway **308** may then redirect the user to this alternate content as will be discussed further below with reference to **Figures 13** and **14**.

According to one embodiment of the present invention, head-end and data center **301** may also be connected with the Internet **313** or other network via a high-speed connection **312** such as a fiber optic connection to provide access to a number of web sites **314-316**. Through this connection **312**, head-end and data center **301** may supply alternate content to users from one or more of the number of web sites **314-316**.

Figure 5 is a block diagram illustrating a Fiber-to-the-Curb (FTTC) network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention. This example

illustrates a high-level view of an architecture of a service provider's system **500** that includes head-end and data center **301**, FTTC network **503**, pedestal **504**, and user premises **306** that also contains STB/Gateway **308** connected with one or more televisions **309** and **310** or other content viewing devices and Digital Subscriber Line (DSL) modem **508** connected with PC **311**.

Head-end and data center **301** is equipped to receive signals **302** from one or more content providers. Head-end and data center **301**, after receiving content from one or more content providers, may then transmitted the interactive content to subscriber premises **306**. Further details of the hardware comprising the head-end and data center **301** as well as the processing performed therein will be discussed below with reference to **Figures 8 through 10**.

According to one embodiment of the present invention, hot key signals indicating the availability of alternate content may be provided to head-end and data center **301** along with and embedded in signals **302** from the content providers. Alternatively, hot key signals indicating the availability of alternate content may be generated at head-end and data center **301**. The interactive TV signals with embedded hot key signals are transmitted from head-end and data center **301** to user premises **306** to inform the user of the availability of alternate content and to guide the user to this content if he chooses to accept it. Details of the hot key signals will be discussed below with reference to **Figure 11**.

In the example illustrated in **Figure 5**, content is transmitted from head-end and data center **301** over FTTC network **503**. Pedestal **504**, located in relatively close geographic proximity to a group of users, is connected with FTTC network **503**. Pedestal

504 receives transmissions from FTTC network **503** and may re-transmit them via a coaxial cable **505** to STB/Gateway **308** located at the user premises **306**. Similarly, pedestal **504** may retransmit content received from FTTC network **503** over a copper wire twisted pair **513** to DSL modem **508**. Transmissions over the FTTC network **503** may be made in a digital form. For example, the content may be transmitted as an MPEG-2 data stream using a network protocol such as IP. Therefore, the content may be transmitted from head-end and data center **301** as IP data packets or in another similar format. One possible example of such a packet will be discussed below with reference to **Figure 11**.

Regardless of the format of the transmission, a signal carrying the interactive TV content is received at user premises **306**. The signal is received and processed by some form of terminal device. In the example illustrated by **Figure 5**, two possible types of terminal devices, STB/Gateway **308** and PC **311** with DSL modem **508** are shown. The terminal device, STB, Gateway or similar device, performs various functions as described above. Additional details of the hardware of the STB/Gateway **308** and the processing performed therein will be discussed below with reference to **Figures 12 through 14**.

In use, STB/Gateway **308** or PC **311** with DSL modem **508** may receive hot key signals embedded in the interactive TV signals by either the content providers or the service provider. STB/Gateway **308** or PC **311** with DSL modem **508** may then notify the user of available alternate content through televisions **309** and **310** or PC **311** as discussed above with reference to **Figures 1A - 1D** and **2A - 2D**. STB/Gateway **308** or PC **311** may then receive some form of user feedback indicating that the user accepts or declines the alternate content. If the user accepts the alternate content, STB/Gateway **308**

or PC 311 may then redirect the user to this alternate content as will be discussed further below with reference to **Figures 13 and 14**.

According to one embodiment of the present invention, head-end and data center 301 may also be connected with the Internet 313 or other network via a high-speed connection 312 such as a fiber optic connection to provide access to a number of web sites 314-316. Through this connection 312, head-end and data center 301 may supply alternate content to users from one or more of the number of web sites 314-316.

Figure 6 is a block diagram illustrating a Fiber-to-the-Home (FTTH) network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention. This example illustrates, at a high-level, an architecture of a service provider's system 600 that includes head-end and data center 301, FTTH network 603, Optical Network Unit (ONU) 604, and user premises 306 that also contains STB/Gateway 308 connected with one or more televisions 309 and 310 or other content viewing devices such as PC 311.

Head-end and data center 301 is equipped to receive signals 302 from one or more content providers. Head-end and data center 301, after receiving content from one or more content providers, may then transmitted the interactive content to user premises 306. Further details of the hardware comprising the head-end and data center 301 as well as the processing performed therein will be discussed below with reference to **Figures 8 through 10**.

According to one embodiment of the present invention, hot key signals indicating the availability of alternate content may be provided to head-end and data center 301 along with and embedded in signals 302 from the content providers. Alternatively, hot

key signals indicating the availability of alternate content may be generated at head-end and data center **301**. The interactive TV signals with embedded hot key signals are transmitted from head-end and data center **301** to user premises **306** to inform the user of the availability of alternate content and to guide the user to this content if he chooses to accept it. Details of the hot key signals will be discussed below with reference to **Figure 11**.

In the example illustrated in **Figure 6**, content is transmitted from head-end and data center **301** over FTTH network **603**. ONU **604**, located at user premises **306**, is connected with FTTH network **603**. ONU **604** receives transmissions from FTTH network **603** and re-transmits them to STB/Gateway **308** and PC **311** located at the user premises **306**.

Transmissions over the FTTC network **603** may be made in a digital form. For example, the content may be transmitted as a MPEG-2 data stream using a network protocol such as IP. Therefore the content may be transmitted from head-end and data center **301** as IP data packets or in another similar format. One possible example of such a packet will be discussed below with reference to **Figure 11**.

Regardless of the format of the transmission, a signal carrying the interactive TV content is received at user premises **306**. The signal is received and processed by STB/Gateway **308** and PC **311**. Additional details of the hardware of the STB/Gateway **308** and PC **311** and the processing performed therein will be discussed below with reference to **Figures 12** through **14**.

In use, STB/Gateway **308** or PC **311** may receive hot key signals embedded in the interactive TV signals by either the content providers or the service provider.

STB/Gateway **308** or PC **311** may then notify the user of available alternate content through televisions **309** and **310** or PC **311** as discussed above with reference to **Figures 1A - 1D** and **2A - 2D**. STB/Gateway **308** or PC **311** may then receive some form of user feedback indicating that the user accepts or declines the alternate content. If the user accepts the alternate content, STB/Gateway **308** or PC **311** may then redirect the user to this alternate content as will be discussed further below with reference to **Figures 13** and **14**.

According to one embodiment of the present invention, head-end and data center **301** may also be connected with the Internet **313** or other network via a high-speed connection **312** such as a fiber optic connection to provide access to a number of web sites **314-316**. Through this connection **312**, head-end and data center **301** may supply alternate content to users from one or more of the number of web sites **314-316**.

Figure 7 is a block diagram illustrating a Very high-speed Digital Subscriber Line (VDSL) network over which interactive television signals containing embedded hot key signals may be transmitted according to one embodiment of the present invention. This example illustrates, at a high-level, an architecture of a service provider's system **700** that includes head-end and data center **301**, VDSL switch **703**, network **704**, and user premises **306** that contains STB/Gateway **308**, one or more televisions **309** and **310**, and optionally PC **311**.

Head-end and data center **301** is equipped to receive signals **302** from one or more content providers. Head-end and data center **301**, after receiving content from one or more content providers, may then transmitted the interactive content to user premises **306**. Further details of the hardware comprising the head-end and data center **301** as well

as the processing performed therein will be discussed below with reference to **Figures 8 through 10**.

According to one embodiment of the present invention, hot key signals indicating the availability of alternate content may be provided to head-end and data center **301** along with and embedded in signals **302** from the content providers. Alternatively, hot key signals indicating the availability of alternate content may be generated at head-end and data center **301**. As will be discussed below, these embedded hot key signals are transmitted from head-end and data center **301** and are received and used by STB/Gateway **308** at user premises **306** to inform the user of the availability of alternate content and to guide the user to this content if he chooses to accept it. Details of the hot key signals will be discussed below with reference to **Figure 11**.

In the example illustrated in **Figure 7**, content is transmitted from head-end and data center **301** through VDSL switch **703**. VDSL switch **703** transmits the content across network **704** to user premises **306**. Transmissions from head-end and data center **301** may be made in a digital form using a network protocol such as Internet Protocol (IP). Therefore the content may be transmitted from head-end and data center **301** as IP data packets or in another similar format. One possible example of such a packet will be discussed below with reference to **Figure 11**.

Regardless of the format of the transmission, a signal carrying the interactive TV content is received at user premises **306**. The signal may be received and processed by some form of terminal device such as STB/Gateway **308**. Additional details of the hardware of the STB/Gateway **308** and the processing performed therein will be discussed below with reference to **Figures 12 through 14**.

In use, STB/Gateway **308** may receive hot key signals embedded in the interactive TV signals by either the content providers or the service provider. STB/Gateway **308** may then notify the user of available alternate content through televisions **309** and **310** or PC **311** as discussed above with reference to **Figures 1A - 1D** and **2A - 2D**. STB/Gateway **308** may then receive some form of user feedback indicating that the user accepts or declines the alternate content. If the user accepts the alternate content, STB/Gateway **308** may then redirect the user to this alternate content as will be discussed further below with reference to **Figures 13** and **14**.

According to one embodiment of the present invention, head-end and data center **301** may also be connected with the Internet **313** or other network via a high-speed connection **312** such as a fiber optic connection to provide access to a number of web sites **314-316**. Through this connection **312**, head-end and data center **301** may supply alternate content to users from one or more of the number of web sites **314-316**.

Figure 8 is a block diagram illustrating a head-end and data center system where hot key signals may be added to a transmitted signal according to one embodiment of the present invention. This example illustrates head-end and data center system **301** comprising content reception, distribution, and switching portion **804**, head-end transport portion **805**, and hot key generation system **815**.

Content reception, distribution, and switching portion **804** is connected with one or more of satellite receiver **801**, over the air broadcast receiver **802**, fiber optical feed **803**, and other types of links (not shown) to receive signals from one or more content providers. Content reception, distribution, and switching portion **804** comprises equipment that is commonly used to receive transmitted signals, demodulate the

transmitted signals to separate the content signals from a carrier signal if necessary, distribute and arrange the content from the content providers to fit a programming schedule of the service provider, and provide switching of these signals between the various components of the head-end and data center **301**.

Head-end transport portion **805** comprises a plurality of encoders **806-812**, optional back-up encoder **813**, multiplexor system **814**, modulation system **818**, up converters **819**, and transport system **821**. Encoders **805-812** and optional back-up encoder **813** receive interactive TV content signals from content reception, distribution, and switching portion **804** and encode the content signals into any of a variety of well known formats such as Motion Pictures Experts Group Standard 2 (MPEG-2), Motion Pictures Experts Group Standard 4 (MPEG-4), DivX, or any other format. Encoders **805-812** and optional back-up encoder **813** each provide an individual encoded data stream representing the content signal of a single channel to multiplexor system **814**.

Hot key generation system **815** is also connected with multiplexor system **814** of head-end transport **805**. Hot key generation system **815** receives content **823** from content reception, distribution, and switching portion **804**, trigger programming information **816**, and event data feed **817**. Trigger programming information **816** provides an indication of the time, date, etc. that given content will be played out. Event data feed **817** provides live content rather than content that is programmed and played out at a scheduled time. Using content **823**, trigger programming information **816**, and event data feed **817** hot key generation system **815** generates hot key signals associated with content to be transmitted from head-end and data center **301** and outputs the hot key signals to multiplexor system **814**. Exemplary processes for generating hot key signals as

may be performed by hot key generation system **815** will be discussed below with reference to **Figures 9 and 10**.

Multiplexor system **814** may comprise a primary as well as an optional back-up multiplexor. Multiplexor system **814** combines the encoded content signals from encoders **805-812** and optional back-up encoder **813** and hot key signals from hot key generation system **815** to provide an output data stream. The output stream of multiplexor system **814** comprises the individual encoded data streams representing the content signals of the individual channels as well as any associated hot key signals.

The output stream of multiplexor system **814** may be applied to a modulation system **818**. Modulation system **818** may comprise a primary as well as an optional back-up modulator. Modulation system **818** uses the output data stream of multiplexor system **814** to modulate a carrier frequency for transmission from the head-end system **301**.

Modulation system **818** supplies the modulated carrier signal to up converters **819**. Up converters **819** may comprise primary as well as optional back-up converters. Additionally, up converters **819** may comprise multiple stages of converters. The function of up converters **819** is to increase the modulated carrier frequency to a range that is suitable for transmission. Up converters **819** then transmitted the modulated carrier signal from head-end and data center **301** via network **820** to users.

Optionally, or in addition to modulation system **818**, the output of multiplexor system **814** may be applied to transport system **821** that may comprise a primary as well as an optional back-up transport system. The function of the transport system **821** is to prepare the output stream of multiplexor system **814** for transmission over network **822**.

That is, transport system **821** places the output stream of multiplexor system **814** into a format and protocol appropriate for network **822**. For example, the output stream of multiplexor system may be placed into Internet Protocol (IP) packets or placed into an Asynchronous Transfer Mode (ATM) channel by transport system **821**.

Figure 9 is a flowchart illustrating head-end and data center processing for adding hot key signals to a transmitted signal according to one embodiment of the present invention. This process may be performed by a system such as the hot key generation system of the head-end and data center described above with reference to **Figure 8** or any other system with similar capabilities.

First, at decision block **900**, the system determines whether a hot key signal should be added to the current content. This determination may be made by a local television operator such as a decision to provide a hot key on a local advertisement that gives the user the opportunity to find out more about a local product. Alternatively, this determination may be made by an original national content provider such as a national network to provide a hot key to all users or to users living in a certain state or region. In either case, this determination may be based, for example, on the results of an automated search of Internet sights using search parameters related to the original content. For example, the search may be based on the title, type, genre, or category of the content or more specific information like a specific name of an actor in a movie.

If a hot key signal is to be added to the current content, the hot key signal may be generated at processing block **905**. According to one embodiment of the present invention, the hot key signal may comprise a special purpose Internet Protocol (IP) packet as described below with reference to **Figure 11**. Alternatively, the hot key signal

may be any other type of digital signal or packet suitable for transmission over the type of network being used and capable of carrying information similar to that shown in **Figure 11**.

Finally, at processing block **905**, the hot key signal is inserted into the content signal. That is, the hot key IP packet or other signal is multiplexed with the content data stream as described above with reference to **Figure 8**.

According to one embodiment of the present invention, alternate content may be pre-loaded or cached on the users equipment prior to transmission of the hot key signal. That is, the head-end and data center may first send available alternate content to the user's equipment such as an STB or gateway. The user's equipment may cache the alternate content on a hard drive or other large capacity storage device. Once the alternate content is cached, a hot key informs the user of the availability of the content. The user may then view the content, reject the content, choice to view the content at a later time, or other possible options.

Figure 10 is a flowchart illustrating head-end and data center processing for caching content on a user's system and adding hot key signals to a transmitted signal according to one embodiment of the present invention. This process may be performed by a system such as the hot key generation system of the head-end and data center described above with reference to **Figure 8** or any other system with similar capabilities.

First, at decision block **1000**, a determination is made whether there is relevant alternate content available for current content. This determination may be made by an operations team when scheduling or otherwise preparing content for transmission to users. For example, when preparing a programming schedule, an operations team may

identify related content and designate a hot key to be sent during the transmission. This determination may be made by a local television operator such as a decision to provide a hot key on a local advertisement that gives the user the opportunity to find out more about a local product. Alternatively, this determination may be made by an original national content provider such as a national network to provide a hot key to all users or to users living in a certain state or region.

Next, at processing block **1005**, the alternate content is sent to a users system to be cached locally. That is, the head-end and data center will transmitted the alternate content along with an instruction to cache the alternate content to an STB or other terminal device at the user's premises. The terminal equipment at the user's premises will store the alternate content in a hard drive or other large capacity storage device.

At decision block **1010** a determination is made as to whether the transmission and caching of alternate content is finished. If the transmission is not finished, the transmission will continue at processing block **1005**. Alternatively, a service provider may wish to cache only a portion of the alternate content before informing the user of the availability of this content. In this case the determination made in decision block **1010** may be based on a certain portion of the alternate content being transmitted and cached. For example, this determination may be based on 15 minutes or some other arbitrary or non-arbitrary amount of time worth of content being cached on the user's system.

Once the alternate content has been transmitted and cached, a hot key signal may be generated at processing block **1015**. According to one embodiment of the present invention, the hot key signal may comprise a special purpose Internet Protocol (IP) packet as described below with reference to **Figure 11**. Alternatively, the hot key signal

may be any other type of digital signal or packet suitable for transmission over the type of network being used and capable of carrying information similar to that shown in **Figure 11**.

Finally, the hot key signal is inserted into the content signal at processing block **1020**. That is, the hot key IP packet or other signal is multiplexed with the content data stream as described above with reference to **Figure 8**.

Figure 11 is a diagram illustrating one possible format for a hot key data packet according to one embodiment of the present invention. This example illustrates an IP data packet **1100**. The IP data packet includes a header **1101** and a body **1102**.

Header **1101** includes a number of fields **1103-1111** that are typically found in IP data packets. These fields include a source port **1103**, a destination port **1104**, a sequence number **1105**, an acknowledgement number **1106**, a data offset **1107**, a reserved field **1108**, a window field **1109**, checksum data **1110**, and an urgent pointer **1111**. It should be noted that such an IP data packet may be sent to multiple address using IP multicasting. Multicasting therefore allows efficient transmission of the hot key signals from the head-end and data center to users.

Body **1102** may also include a number of fields **1112-1115**. These fields may include a hot key type **1112**, a content type **1113**, a content location **1114**, and optionally a message field **1115**. In various applications, the number of fields used, size of the fields, type of data presented, format of the data, content of the fields, etc. may vary. For example, in some cases not all of the fields presented here may be used. In other cases, additional data may be presented such as additional graphical or textual information. Additionally, the data may be presented in a wide variety of formats such as plain

American Standard Code for Information Interchange (ASCII) text, other binary representations or even encrypted.

Regardless of format, hot key type field **1112** may represent the type of hot key signal being used. For example, the hot key signal represented by IP data packet **1100** may indicate that alternate content is available on another channel or on a web site. Alternatively, the hot key signal may indicate that alternate content is available to be cached on the user's terminal device.

Content type field **1113** may represent the type, genre, or other details about the alternate content. For example, this field **1113** may be used to indicate that the alternate content is a sporting event or movie. Of course, additional details may also be included. For example, the field **1113** may indicate that the alternate content is an action movie and name the actors and director. This information may be used by the user's terminal device to judge the relevance of the hot key signal to the user as will be discussed below.

Content location field **1114** may indicate where the alternate content is located. For example, this field **1114** may indicate another channel, a web site URL or indicate that the content has been cached on the user's terminal device.

Optional message field **1115** may include additional textual or graphical information regarding the hot key or the alternate content. For example, the message field **1115** may contain a text message to be displayed to the user providing details of the alternate content. This message may be presented to the user automatically or at his option to help the user decide whether to accept or decline the hot key.

Figure 12 is a block diagram illustrating a user side system to redirect a user to alternate content responsive to selection of an embedded hot key according to one

embodiment of the present invention. As discussed above, the user side system may vary significantly. The user side system comprising a terminal device, STB, Gateway or similar device, performs functions such as exchanging messages (including video-related data) over a network with head-end and data center, receiving messages from a user input device, such as a hand-held remote control unit, translating video signals from a network-native format into a format that can be used by televisions or other display devices, providing a video signal to televisions or other display devices, and other functions.

The functionality of the user side system may reside in a stand-alone device, literally a box that can be placed on, or at least near, the television, that is similar in outward form to conventional devices for receiving cable programs. The user side system functionality could alternatively be performed by hardware resident elsewhere, such as within the television or display console, or by any suitably equipped terminal device. Since the hardware may be proprietary to the service provider and may generally be a physically independent device, the term set top box is used here, but any type of terminal device with similar functionality may be used.

In the example illustrated in **Figure 12**, the user side system comprises an STB **407**. STB **407** comprises tuner, receiver, demodulator **1201**, demultiplexor **1202**, decoder **1203**, graphics processor **1204**, central processing unit (CPU) **1205**, optional hard disk drive **1206** or other mass storage device, memory **1207**, and various possible inputs and outputs **1208**.

Tuner, receiver, demodulator **1201** receives signals from the service provider network **1200** over any of a variety of media as discussed above. Specifically, tuner, receiver, demodulator **1201** receives signals of a frequency band to which it is tuned and

demodulates the signals to remove content signals from a carrier signal if any.

Demodulated content signals are then supplied by tuner, receiver, and demodulator **1201** to demultiplexor **1202**.

Demultiplexor **1202** receives the demodulated content signals from tuner, receiver, and demodulator **1201** and separates the content into multiple data streams representing various channels. The multiple data streams are then supplied as an input to decoder **1203**.

Decoder **1203** receives the multiple data streams from demultiplexor **1202** and decodes or decompresses the data streams using an appropriate algorithm. For example, if the head-end and data center compressed the video signals into an MPEG-2 data stream, decoder **1203** will decode the MPEG-2 data stream from demultiplexor **1202** to form a standard video signal. The video signal from decoder **1203** is then supplied to graphics processor **1204**.

Graphics processor **1204** receives the decoded video signals from decoder **1203** and processes the video signals to reduce noise, provide amplifications, etc. Processed video signals from graphics processor **1204** are supplied to input/output module **1208**. Input/output module **1208** may provide a variety of possible output types. For example, outputs may include but are not limited to Audio/Video (A/V), Radio Frequency (RF), Sony/Phillips Digital Interface (SPDIF), Universal Serial Bus (USB), and others.

Input/output module **1208** also receives control signals from the user. These control signals are typically InfraRed (IR) or Radio Frequency (RF) signals from a remote control unit. Control signals from the user are then fed back from input/output module **1208** to Central Processing Unit (CPU) **1205**.

CPU 1205 executes instructions stored in memory 1207. Memory 1207 may comprise A Random Access Memory (RAM) such as flash memory, or other non-volatile memory. The instructions stored in memory 1207, when executed by CPU 1205 cause CPU 1205 to perform various functions such as controlling the various elements of STB 407, receiving hot key signals, and switching to alternate content as will be described below with reference to **Figures 13** and **14**.

Generally, a hot key signal will be received at tuner, receiver, and demodulator 1201 along with and embedded in content signals from the head-end and data center and transmitted over service provider network 1200. CPU 1205 monitors the demultiplexed data streams from demultiplexor 1202 for the presence of relevant hot key signals.

STB 407 may also contain an optional hard disk drive 1206 or other mass storage device. Hard disk drive 1206 allows STB 407 to cache alternate content for later viewing by the user. If CPU 1205 detects a hot key signal instructing content to be cached, the demultiplexed data stream from demultiplexor 1202 may be saved on hard disk drive 1206. The still compressed content is stored on hard disk drive 1206 until the user chooses to view it. Once the user chooses to view the cached content, CPU 1205 may retrieve the content from hard disk drive 1206 and provide the compressed data stream to be decoded by decoder 1203, processed by graphics processor 1204, and output through input/output module 1208.

Figure 13 is a flowchart illustrating processing on a user side system for redirecting a user to alternate content on a web site responsive to selection of an embedded hot key according to one embodiment of the present invention. This process

may be performed by a system such as described above with reference to **Figure 12** or any other system with similar capabilities.

First, at processing block **1300**, the system receives a hot key signal from the service provider's network. As discussed above, the hot key signal may be in the form of a specialized IP packet or another type of signal embedded in the content signal from the service provider.

At decision block **1305** a determination is made as to whether the hot key signal is relevant to the particular user. Since numerous hot key signals may be transmitted at any particular time, the signals may be filtered before being presented to the user. Such filtering may be based on any number of possible algorithms and criteria. For example, only hot key signals related to a channel that is presently being viewed may be considered relevant. Another criteria for determining relevance of a hot key signal may be choices of content type or genres which have been selected by the user. Regardless of the algorithm or criteria used to judge relevance, if the hot key signal is determined at decision block **1305** to not be relevant, no further processing is performed.

If the hot key signal is determined at decision block **1305** to be relevant to the user, a hot key icon or other indication is displayed to the user at processing block **1310**. As mentioned above, this indication may be in the form of an icon placed on the screen, a text message, a tone or even a verbal alert. Regardless of the exact form, some indication is given to the user that a hot key has been received.

At decision block **1315** a determination is made as to whether the user has accepted the hot key. As discussed above, the user may use any of a variety of means to indicate acceptance of the hot key. For example, different single or even multiple buttons

on a remote control may be pressed by the user to accept or decline the alternate content. According to one embodiment, a single "hot key button" may be present on the user's remote control that may be pressed by the user whenever a hot key icon is present on the television display. Regardless of the exact means of accepting or declining the hot key, if it is determined at decision block **1315** that the user did not accept the hot key, no further processing is performed.

If, at decision block **1315**, the user accepts the hot key, a web browser process within the STB is started at processing block **1320**. The web browser process is given a URL that may be contained in the hot key signal and indicates the location of the alternate content.

At processing block **1325**, the system receives and renders the web site content. That is, the web site content may be in HyperText Mark-up Language (HTML) or another form. The web browser process receives this data and renders it in a form that may be displayed on the user's monitor or television.

At decision block **1330** a determination is made as to whether the user has finished consuming the web site content. This determination may be based on any of a variety of possible criteria. For example, the user may press a button or series of buttons on a remote control to indicate that he has finished viewing the presented material. Alternatively, the user may use a mouse or other pointing device of a remote control to select a graphic on the display to indicate that he has finished viewing the presented material.

Once a determination is made at decision block **1330** that the user is finished with the web site content, a return process is entered at processing block **1335**. This return

process may include simply returning the user to the previous content. Alternatively, the return process may comprise presenting to the user other available content based on other hot key signals. Another alternative may include presenting a user with a number of choices of how to proceed.

Figure 14 is a flowchart illustrating processing on a user side system for redirecting a user to locally cached content responsive to selection of an embedded hot key according to one embodiment of the present invention. This process may be performed by a system such as described above with reference to **Figure 12** or any other system with similar capabilities.

First, at processing block **1400**, the system receives a hot key signal from the service provider's network indicating that content to be cached is being sent. As discussed above, the hot key signal may be in the form of a specialized IP packet or another type of signal embedded in the content signal from the service provider. After the hot key signal is received, the alternate content is received and cached.

At processing block **1405**, the system receives a hot key signal from the service provider's network indicating that the content to be cached is now available for viewing. As discussed above, the hot key signal may be in the form of a specialized IP packet or another type of signal embedded in the content signal from the service provider.

At decision block **1410** a determination is made as to whether the hot key signal is relevant to the particular user. Since numerous hot key signals may be transmitted at any particular time, the signals may be filtered before being presented to the user. Such filtering may be based on any number of possible algorithms and criteria. For example, only hot key signals related to a channel that is presently being viewed may be

considered relevant. Another criteria for determining relevance of a hot key signal may be choices of content types or genres which have been selected by the viewer. Such choices of content types or genres may also have been selected by the local operator or original provider of the content. Regardless of the algorithm or criteria used to judge relevance, if the hot key signal is determined at decision block **1410** to not be relevant, no further processing is performed.

If the hot key signal is determined at decision block **1410** to be relevant to the user, a hot key icon or other indication is displayed to the user at processing block **1415**. As mentioned above, this indication may be in the form of an icon placed on the screen, a text message, a tone or even a verbal alert. Regardless of the exact form, some indication is given to the user that a hot key has been received.

At decision block **1420** a determination is made as to whether the user has accepted the hot key. As discussed above, the user may use any of a variety of means to indicate acceptance of the hot key. For example, different single or even multiple buttons on a remote control may be pressed by the user to accept or decline the alternate content. According to one embodiment, a single "hot key button" may be present on the user's remote control that may be pressed by the user whenever a hot key icon is present on the television display. Regardless of the exact means of accepting or declining the hot key, if it is determined at decision block **1420** the user did not accept the hot key, no further processing is performed.

If, at decision block **1420**, the user accepts the hot key, the alternate content is retrieved and displayed at processing block **1425**.

At decision block **1430** a determination is made as to whether the user has finished consuming the cached content. This determination may be based on any of a variety of possible criteria. For example, the user may press a button or series of buttons on a remote control to indicate that he has finished viewing the presented material. Alternatively, the end of the file can be marked with queue tones, digital tags, queues within the content itself, or time measured techniques to note the end of the session.

Once a determination is made at decision block **1430** that the user is finished with the web site content, a return process is entered at processing block **1435**. This return process may include simply returning the user to the previous content. Alternatively, the return process may comprise presenting to the user other available content based on other hot key signals. Another alternative may include presenting a user with a number of choices of how to proceed.